

Amendments to the Claims:

This listing of claims replaces all prior listings of claims:

1. (Currently Amended) A computer-implemented method comprising:

associating, based on user input, resource information with task items that need to be completed as part of performing a service action by an engine; and

first polling a first repository of a first computer system to obtain ~~of~~ resource information associable with the task items, the repository including human resource information, reusable resource information, and non-reusable resource information, wherein:

the human resource information includes availability information for human resources,

the reusable resource information includes availability information for reusable resources,

the non-reusable resource information includes availability information for non-reusable resources;

second polling a remote repository of a remote computer system different than the first computer system ~~the first repository~~ to obtain non-resource constraint information for the service action, the second polling occurring after the first polling; and

scheduling resources needed to perform the service action based on results obtained from the repository of resource information as limited by the non-resource constraint information obtained from the remote computer system, wherein the second polling automatically checks whether a proposed schedule determined by the first polling complies with the non-resource constraint information in the remote repository.

2-3. (Canceled).

4. (Previously Presented) The method of claim 1 wherein the non-resource constraint information comprises information about contractual requirements.

5. (Previously Presented) The method of claim 1 wherein the availability information for human resources comprises availability information for individuals.

6. (Previously Presented) The method of claim 1 wherein the availability information for human resources comprises availability information for groups of individuals.

7. (Previously Presented) The method of claim 1 wherein the availability information for reusable resources comprises availability information for tools.

8. (Previously Presented) The method of claim 1 wherein the availability information for reusable resources comprises availability information for work areas.

9. (Previously Presented) The method of claim 1 wherein the availability information for non-reusable resources comprises availability information for spare parts.

10. (Previously Presented) The method of claim 1 wherein:
the task items include a human resource skill requirement,
the human resource information includes a indication of a skill possessed by particular human resources that are represented in the human resource information, and

the engine associates a particular human resource with a particular task item only when the indication of the skill possessed by the particular human resource matches the human resource skill requirement of the task item.

11. (Previously Presented) The method of claim 1 wherein:
the task items include a tool characteristic,
the reusable resource information includes an indication of a tool characteristic for particular tools that are represented in the reusable resource information, and
the engine associates a particular tool with a particular task item only when the indication of the tool characteristic for a particular tool matches the tool characteristic of the task item.

12. (Previously Presented) The method of claim 1 wherein the availability information for human resources is provided to the repository of resource information from a computer system other than the computer system for scheduling resources.

13. (Previously Presented) The method of claim 1 wherein the availability information for reusable resources is provided to the repository of resource information from a computer system other than the computer system for scheduling resources.

14. (Previously Presented) The method of claim 1 wherein the availability information for non-reusable resources is provided to the repository of resource information from a computer system other than the computer system for scheduling resources.

15. (Previously Presented) The method of claim 1 wherein the engine and the repository

of resource information are capable of communicating using a network with mobile clients.

16. (Previously Presented) The method of claim 15 wherein the engine is configured to send, to each mobile client, resource information associated with task items that need to be completed as part of performing a particular service action.

17. (Previously Presented) The method of claim 15 wherein the engine is configured to receive, from each mobile client, user input for the purpose of associating resource information with a particular task item.

18-28. (Canceled).

29. (Currently Amended) A computer-implemented method comprising:

receiving a request to schedule a service request, the service request comprising a plurality of tasks;

polling a first repository to associate each task with at least one of a person, a non-reusable resource, and a reusable resource;

~~polling a second repository remote from the first repository to determine whether there are any non-resource constraints limiting when the service order can be schedule;~~

~~first determining a time slot within a time range defined by the non-resource constraints in which the associated persons, non-reusable resources, and reusable resources are also available;~~

polling a second repository remote from the first repository to automatically check whether there are any non-resource constraints limiting when the service order can be scheduled, the non-resource constraints identifying whether a service provider at which the

service request was directed is contractually obligated to perform the service request during the time slot;

second determining whether the non-resource constraints permit the service order to be scheduled during the a time slot within a time range defined by the non-resource constraints in which the associated persons, non-reusable resources, and reusable resources are also available; and

scheduling the service order during the time slot if is determined that the non-resource constraints permit the service order to be scheduled during the time slot.

30. (Previously Presented) The method of claim 29, further comprising:

rendering, on a client computer, a graphical user interface, the graphical user interface presenting a user with a generic service order template for a service requested by the service request, the generic service order template comprising a collection of reusable data that identifies each of the tasks to be performed for the service requests, and for each task, a predetermined, expected duration of the task and an identification of other tasks on which the tasks depends;

receiving user-generated input modifying the generic service order template; and

initiating the scheduling of the service request based on the modified generic service order template.